

**FEATURING BEST PRACTICES  
OF STATE AGENCIES AND INSTITUTIONS OF THE  
COMMONWEALTH OF VIRGINIA**

**Analyze Data  
Data Integrity  
Automated Inspection Process**

**Fauquier County Health Department  
implemented this best practice  
in September 1997**

*Qualifying under the  
Best Practices catalogue*

3 Provide Capabilities  
31 Manage resources and capabilities  
312 Deliver products and services to customers

**Best Practice Summary  
(how it works, how you measure it)**

The family planning clinic patient scheduling was changed from all appointments for 50 percent appoints and 50 percent walk-in. This allows those patients who want, and can keep, an appointment to have a definite time. For others, they know that they can "walk-in" during any clinic and be seen if they are among the first 20 walk-ins (10 in the morning and 10 in the afternoon). This allows them to come anytime, but they know their wait may be increased and they may not be seen on that day if all the walk-in slots are already taken.

## **Impact on the Process Organizational Performance (OUTCOMES)**

This system has allowed the health department to increase the number of patients seen from an average of 20 to an average of 28 per clinic day.

## **Best Practice Qualification**

This is another model of how clinics can be scheduled for a client base with diverse needs.

## **For Additional Information**

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